

## **ABSTRACT**

A communications network answers a call directed to user equipment that is already engaged in a call. A call holding indication is transmitted to the user equipment of the subscriber. The subscriber may indicate a call treatment preference. A default or customized message may be transmitted to the second caller. Caller identification information and/ or a subscriber response may be used to select the message. If the second caller elects to be placed on hold, the second call is placed on hold. The call holding indication may be transmitted before or after the call is placed on hold. The subscriber may use information included in the call holding indication in determining the call treatment preference. For example, a parent may select a custom message, based on caller identification information received in the call holding indication, asking a child of the parent to wait while the first call is completed.